

Welcoming Horizon to Concourse C



When Concourse A closes later this month, the flights – and the PDXPeople who make them possible – will move over to Concourse C for about 18 months while we renovate and expand Concourse B. While saying goodbye to the “windowless cave” of A might be easy, much of the move is complex. As an example: How will we ground load from jet bridges that are about 10 feet in the air?



The good news is that project planners and engineers are making the temporary transition to C as smooth as possible. As you'll see in this rendering, the C-West jetways will rotate and include ramps for boarding from ground level. Deplaning passengers can take cover from rainy weather under a large tent and use a ramp or stairs to enter the terminal. For travelers with limited mobility, an elevator will be available.



We all know change is challenging – big thanks to all the current Concourse C folks for making room for the incoming A-team and their passengers. Chicken and waffles from Screen Door and espresso drinks from Good Coffee will make it all worthwhile when the bright and beautiful Concourse B opens in 2021!

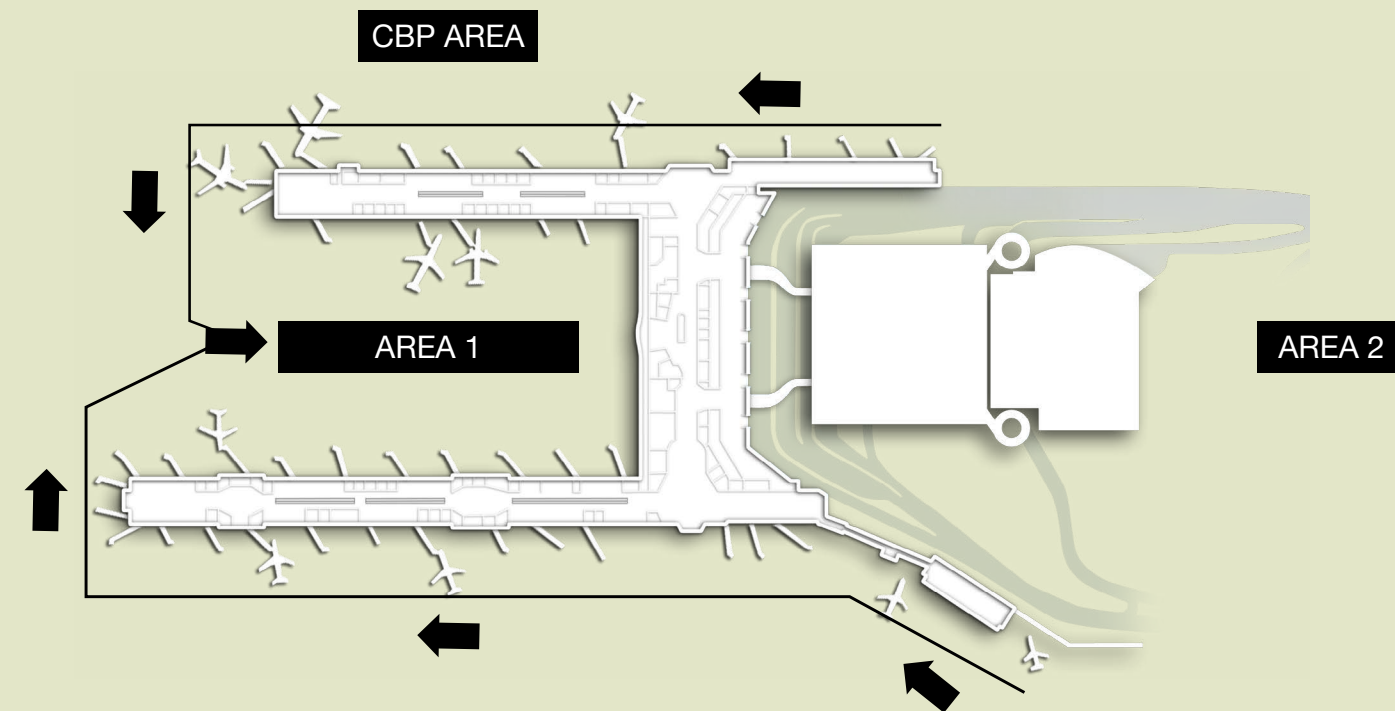
Customer Compliments

“I made a new friend last night! He got his mom’s attention and wanted to point me out to his mom. I noticed he grabbed her hand and started walking directly towards me with a HUGE smile. He came up and said hi and told me all about his flight and how he plays cops with his little sister, but he only lets her be the robber. He told me that he wants to be a cop when he grows up. He asked for a sticker and I offered him one better – I gave him one of our breast cancer awareness patches. He was so happy and asked his mom to take a picture of us.”

Charlie Berry, Port of Portland Police



Earthquake or Emergency? Here's What You Should Know



If you attended TEDxPortland speaker Steve Eberlein's recent PDX presentation about the Cascadia Subduction Zone earthquake, you might be wondering what action to take if such an emergency happens when you're working at the airport. Sure, you're prepared to **Drop, Cover** and **Hold On** during the shaking, but what comes next?

First, be aware of your surroundings. Don't stand in a doorway, under light fixtures or near objects that could fall, and keep away from windows to avoid flying glass. If you spot a fire, activate the nearest fire alarm pull station, as the system may still be functional. If you see someone that has been injured, identify their location and request medical assistance. You can also provide first aid if you're qualified to do so.

After the shaking has stopped, all PDX buildings will be evacuated and we'll need your help to lead passengers to the three main gathering areas seen on this map. Be sure to watch for falling debris and electrical wires when leaving the building.

Evacuation Area 1: Those in the main terminal or onboard aircraft that are still at the gate will exit the building north of Concourses D and E or south of Concourses A, B and C and walk around the building to gather at Area 1 (see arrows on map above). Do NOT use the tug roads going under the buildings. Curbside enforcement and Port of Portland staff will prevent passengers inside the terminal from evacuating toward the roadway canopy.

Evacuation Area 2: Those in the landside facilities will gather just north of the Port of Portland HQ employee parking lot.

CBP Area: Arriving international passengers who have not yet been processed by U.S. Customs and Border Protection (CBP) will gather north of Gates D9-D11. This area will be controlled by CBP officers and segregated from other passengers.

No matter what the reason, when airport buildings are evacuated, you can always use this statement: "Airport staff are inspecting PDX facilities. When they are cleared for occupancy, passengers and employees will be allowed re-entry. In the meantime, for your safety, everyone is expected to remain in the evacuation area."



PDX Again Tops J.D. Power List for Airport Customer Satisfaction

Travelers still love to fly through PDX, according to a new survey conducted by J.D. Power which ranked the airport No. 1 in traveler satisfaction among large airports. The 2019 North America Airport Satisfaction Study measures overall traveler satisfaction with airports by examining six factors: terminal facilities; airport accessibility; baggage claim; security check; check-in/baggage check; and food, beverage and retail. PDX was specifically highlighted as a facility that accommodates increased passenger volume, incorporates local food and beverage offerings and offers easy access.

Fall Cleanup

Thursday, Nov. 14 – 8 a.m. to 3 p.m.
South Loading Dock
Under Concourse Connector

ACCEPTED: Any dry, non-hazardous items including electronics and appliances

NOT ACCEPTED: Hazardous materials, tires, batteries, lightbulbs and liquids

QUESTIONS: lesswaste@portofportland.com or 503-415-6265

Materials will be disassembled and recycled, or donated to local community organizations for reuse.

Red security badge or escort required.



Did You Know?

Want to save a little time on your break? McDonald's recently added new touch-screen kiosks, which help reduce wait times while ensuring order accuracy. Don't worry – ordering at the counter is still available for anyone who prefers a face-to-face experience.

Subscribe to PDxaminer online

Go to go.pdx.com/PDXaminerSubscribe, fill out the simple registration form, selecting "News for Airport Employees" from the list of topics, and hit submit.



In October, PDX held our fourth Coffee with a Cop celebration, where police and community members interact in a relaxed environment. Our officers love talking to both travelers and employees and held two great sessions: In the morning at Portland Roasting and in the afternoon at Dutch Bros on Northeast Air Cargo Road. Watch for Coffee with a Cop to return in 2020!

Get to Know the PDX Labor Pool



In a time of construction and change, the PDX Labor Pool plays an especially important role.

The labor pool was initially created back in 2015 to help PDX concessions and airline service provider employees who have been laid off due to lack of work find new jobs at the airport, and to help those employers find experienced workers.

What's in it for you is not just a new job, but some serious cash. If you're hired in a full-time position through the labor pool, six months after your hire date, the Port of Portland will pay your new employer a \$1,000 incentive and, in turn, your employer will give you a \$500 bonus.

In order to be eligible, **you** must be an employee of a PDX concession or airline service provider and have worked at your current job for at least six months. **Your**

employer must be closing due to a lease termination; no longer contracted with an airline (and you do not get employment with the new contractor); or conducting lay-offs due to lack of work.

If you want to dive into the labor pool, your current employer can sponsor you with just your full name and email address. Once they've added you, you'll receive an email with instructions and can upload a resume, cover letter and anything else you'd like an employer to know. Check out current job openings at jobs.pdx.com and send PDX Labor Pool questions to PDXWorkplaceInitiative@portofportland.com.

Portland Monthly Shares Ultimate Guide to PDX

For their October cover story, Portland Monthly did a deep dive on PDX, exploring everything from how the airport has held on to the America's Best title, why locals were crazy about some ancient dirty floor covering, and where to grab a bite to eat. If that wasn't enough, they also introduced readers to the father-daughter duo who keep shoes gleaming, showed how to vacation before your vacation, and most important, shared how to get your holiday shopping done from the concourses to Clocktower Plaza. Check it out at pdxmonthly.com/features/guide-to-portland-international-airport – even those who work here might discover a thing or two!

Did You Know?

Our new exit toll plaza is expected to open in mid-November! As you might remember from last month's PDXaminer, this is the first step in a complex construction project to bring all rental cars on-site, add 2,400 close-in parking spots and ease rideshare congestion on the roadway at PDX.



PDXAMINER

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